

# Telephone Skills Training for Office Support Staff

From the Center for Management and Professional Development

The telephone is still a primary method of customer communication for many organizations. More often than not, the first contact someone has with your organization is over the telephone. People who are handled in a friendly and efficient manner will have a positive first impression. If things are managed badly there can be a breakdown of trust, damaged relationships and lost opportunities.

Telephone skills training can better prepare your customer service phone staff to handle a diverse range of calls while ensuring your organization is reflected in the best light possible.

The Center for Management and Professional Development in conjunction with the University of Missouri is offering two special workshops for support staff who primarily work with the telephone. Both programs can help increase awareness of the importance of superior telephone etiquette, basic customer service principles, and effective verbal communications.

Participants will leave these workshops...

- Understanding that superior telephone etiquette is critical to the success of the organization
- Recognizing the value of their contribution to their organization's image
- Understanding that effective verbal communication skills facilitate customer service
- Having enhanced their ability to communicate more effectively on the telephone
- With knowledge and skills to help them manage challenging calls with professionalism and confidence, using proven techniques that will decrease potential stress, improve quality, and increase productivity

## Enhancing Your Telephone Skills

8:00 AM – 12:00 PM

**Special Price! \$89.00**

Today's technology allows you to handle more customer service calls than ever before. But when employees lack telephone skills to effectively manage these calls, the only thing your organization gets from all the technology is the ability to serve more people poorly.

This half-day workshop offers telephone techniques that create a positive first impression with callers and sets the tone for the rest of the customer's interaction with you and your organization. Learn to speak with an effective telephone voice, use effective call greetings as a caller and a receiver, and practice good telephone manners using appropriate language during telephone conversations. Additionally, learn how to use effective approaches to handle special telephone tasks like call transfers, taking messages, putting others on hold, interruptions and unintentional disconnects.

## Dealing with Difficult Customers Over the Phone

1:00 PM – 5:00 PM

**Special Price! \$89.00**

It's happened to every customer service provider, they answer the phone or say hello and the customer seems angry or upset right from the start. It's easy to fall into the trap of taking things personally and becoming defensive, angry, or obstinate in response. This half-day program will help you understand the psychology of the angry customers, as well as give you techniques you can use to turn difficult customers into loyal, calm customers while remaining calm yourself.

**Enroll for one or both programs online at**

**<https://www.training.oa.mo.gov/edenroll.htm>**

For questions or enrollment assistance, contact Teresa Sheridan at 573-751-4514 or [Teresa.Sheridan@oa.mo.gov](mailto:Teresa.Sheridan@oa.mo.gov)

Learn more about all of our programs on the web at [www.training.oa.mo.gov](http://www.training.oa.mo.gov)

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